



City of Bloomington Utilities Customers Rights and Responsibilities

The City of Bloomington Utilities (CBU) is a municipally owned water, wastewater and stormwater utility under the guidance of the seven member Utility Service Board, which is appointed by the Mayor and City Council. CBU is responsible for the production and distribution of drinking water, the collection and treatment of sanitary sewage, and the operation and maintenance of the City's storm water system. Our goal is to provide you the highest quality product and service possible while meeting all regulations.

The following basic information should be retained.

1. Customers are billed for services and charges in arrears. We invoice all customers near the 1st of each month for all goods and services provided for the prior calendar month. Payment is due upon receipt of your statement. Please allow adequate mailing and processing time to avoid penalties. If you are paying by check or money order, please return the top portion of your invoice in the enclosed envelope.
2. Please check all service addresses and services listed on your invoice for accuracy.
3. We welcome your inquiries and suggestions. You may email us utilities.ar@city.bloomington.in.us or telephone Customer Relations at 812-349-3930.
4. Forms for service changes are available on our web page at <http://www.city.bloomington.in.us/utilities/forms/>. Comments and suggestions may be mailed to City of Bloomington Utilities; Accounts Receivable; PO BOX 1216; BLOOMINGTON IN 47402-1216.
5. Your timely payments are needed to maintain reasonable utility rates. Customers that do not pay upon receipt are assessed a late payment charge as prescribed by State law. This penalty amount is shown on your invoice. You are allowed 17 days to pay the invoice before the penalty is accessed. The penalty is assessed as noted on the statement delinquent date.
6. **If your account is past due you may be subject to disconnection of water services.** You will be notified in writing that CBU intends to disconnect your water service, and you will be given a specific period of time to bring your account current and avoid disconnection. If your service is disconnected, you will be required to bring your account current and pay additional fees to cover CBU's cost to disconnect and reconnect your service before service will be restored.
7. Disconnection of water service may be delayed or avoided (a) if the customer provides CBU with a medical statement from a licensed physician or public health official which states that disconnection would be a serious and immediate threat to health or safety of a designated person in the household of the customer, (b) if the customer arranges to pay the full amount due over a reasonable period of time as provided in 170 Indiana Administrative Code 6-1-16, or (c) if the customer files a complaint with the Indiana Utility Regulatory Commission pursuant to 170 Indiana Administrative Code 6-1-17. The Commission will not hear complaints about any bill which is delinquent at the time the complaint is filed.
8. Appeal can also be sought to the Utilities Service Board as provided in Section 9 "Inquiries and Appeals" of the CBU *Rules, Regulations and Standards of Service*.

Thank you,

Patrick Murphy
Utilities Director

www.city.bloomington.in.us/utilities